

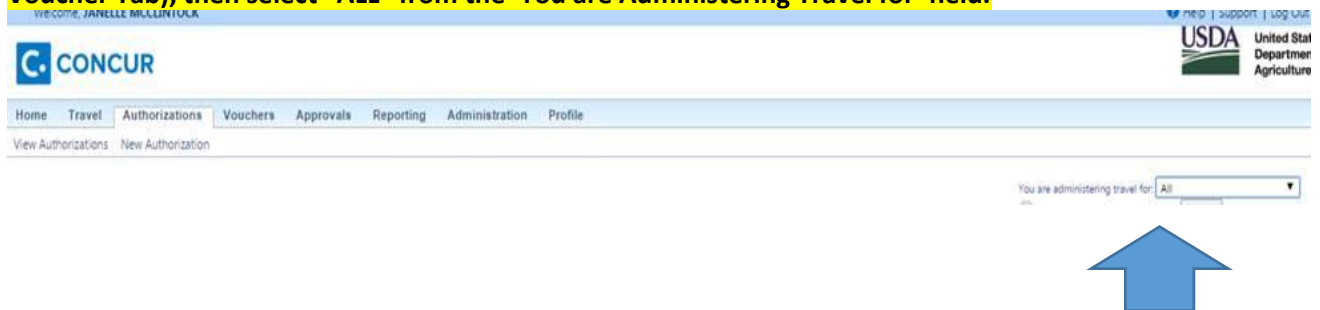
Your Two Cents Concur Ideas and Responses

3117- I think that the routing lists in Concur should be revised to where if the authorization has to be routed to an individual for approval let's say foreign trip, then it goes to someone else to be approved, and then back to that same individual for sponsored, that is not using time and resources wisely. I think that once the authorization has gone to an individual that might have multiple approving levels, that that person should be able to approve all those levels at that one stop and not have the authorization bounce back and forth to that person. The result is that the authorization does not get signed in a timely manner and the reservations get cancelled. Please do us a favor fix the problem to where the routing official only has to get into the system one time to approve all things they are assigned. Thank you..

This is a very good suggestion and we will certainly submit it to Concur for consideration as an enhancement.

3112 - As a travel arranger, I would like the ability, at my access level in Concur, to view a list of all my unit's travelers' current and previous authorizations and vouchers on 1 screen instead of changing from one traveler's name to another to check on each one. It could be show the name, start date, destination, type, and status of the document. On this list of ALL 'my' people, I could click on 1 record and do a 'view only' (like the preview screen) and print the document and fax page from there. If I need to actually work on one person's travel, then I would search for the traveler's name and retrieve only their profile and documents.

To view all traveler authorizations/vouchers for your travel group, select the Authorization (or Voucher Tab), then select "ALL" from the 'You are Administering Travel for' field.



3113- Concur's fax cover page doesn't fully identify the trip in plain English. When I look at the TAVS fax cover page and see a date, it first appears to be the start date of the trip, but it not. The current date is on the fax showing the day I printed the sheet (which would not even reflect what day I actually send the fax). The only item in plain English on the fax page is the traveler's name. All the rest are codes and abbreviations that do Not tell anything about the when & where of the trip. How about showing: name, trip start date, and city? Doe, Jane. 09.18.2014. Washington DC.

The fax cover page is intended only to direct the documents to the correct authorization or voucher once they are faxed to the server. They aren't designed to provide any sort of trip record, however the cover sheet does identify the traveler's name and the unique document TA#. The preferred method for uploading documents to CGE is to scan them to your computer then upload them directly to the application. This process eliminates the need for a fax cover sheet and greatly reduces the possibility of accidentally uploading documents to the wrong authorization or voucher.

3087 - Idea: Provide a step-by-step "how-to" manual or creating travel authorizations and vouchers in the new Concur travel software program ****to all travel arrangers immediately****. Training so far did not provide any such complete formal guide, handout, or manual. The AgLearn training for arrangers was terrible. The hands-on training did not provide any training as almost everyone could not log in because the system was overloaded. The traveler's profiles and the accounting codes did not consistently transfer from GovTrip to Concur. Travel Specialists were Not given time to manually add the routing lists. We need to enter travel authorizations, but we don't have precise guidance, and profiles, account codes, routing lists, and approvals are not ready to use.

The provided training did demonstrate how to access the Concur Users Guide (mouse over "Help" in the upper right hand corner, then select "User Help").



Also prior to going live the EBSC and WBSC provided both live training and recordings of the live training webinars and followed up with a full list of FAQs. Additionally, BSC travel specialists sent out a "How to Create Authorizations" guide a few weeks after the system went live based on experience gained in the live environment. Please contact your BSC travel specialist if you did not receive a copy.

3094 - Concur is presenting major flaws that HQ is not recognizing. At a small location, with one travel coordinator, and one AO how are we to function? I've been told that the AO (identified as a reviewer) cannot be a travel arranger. So what happens when an SY has to make an unplanned trip and the location travel arranger is out due to an unexpected illness? This system presents single points of failure. The "reviewers" can't see the same screens as an arranger, thus the AO can't aid the secretary in learning the system. RL's are getting tired of email messages - just let them sign paper! Also, how are budget personnel supposed to obtain Authorizations and vouchers to know what to budget for travel? Once an authorization is reviewed, they can't see it again. And finally, implementing in August was a MISTAKE. It should have been done after the fiscal year, you know, after every location has been given their new 5 Area mode code/account code.

As a Routing Official the AO should not be the primary travel preparer. However, there is no reason that the AO cannot prepare travel if necessary. Also, for any traveler interested we will be making the system available to travelers after January 1, 2015. At that time any traveler desiring to prepare his/her own travel may do so which would significantly reduce the burden on both the travel preparer and the AO. This feature will be OPTIONAL. Leadership will have the flexibility to implement the travel entry/approval process in a manner that best meets the needs of their Location or Office. Concur offers the unique ability for travelers to create their own reservations then pass off the rest to a travel preparer (authorization/voucher). Most travelers are only interested in making their own reservations and this gives them that opportunity without requiring them to complete the entire process.

The Department established and controlled the implementation schedule. We realize that the timing of the implementation could have been better but we are not sure there ever would have been a "good" time.

3095 - I'm a scientist and don't deal with Concur directly. However, 3 weeks ago our travel person wrote to whoever's the contact on Concur to indicate that our unit's account was not listed. It still isn't listed. There's no way for people to be reimbursed for travel or to get travel authorized. Other units locally are listed. What circle of hell is Concur trying to put support staff and scientists in when we're just trying to do our jobs? It is blocking us from doing our jobs. Is there an alternate way to get authorization to travel?

The Department is aware of this issue and is working to correct it. The problem is not with Concur but instead with the financial system (FMMI). It is possible to enter a travel authorization and arrange travel under an alternate account code then transfer (B2) the obligation as necessary. Not having access to the correct account code should not prevent or delay travel. The financial management employees can work with you to make sure that the appropriate account code is charged for the travel. We realize that this does create additional work for the financial management employees, but the priority is ensuring that employees are able to travel as needed.

3106 - I think this showed up in another idea: I am a traveler. I do not deal directly with Concur. I just got this message from Concur: Your CGE Travel System Auth AUTH0000xxxx was just stamped SIGNED by yyyy. This message tells me nothing immediately useful. I have no idea what trip it applies to. IDEA: Have the concur system add information on the dates and destination of travel to these messages. That will help recipients of these messages understand where their travel is in the process. Additional IDEA: Consider renaming the system with an antonym for Concur (clash, deny, object....).

The Department is aware of this design flaw and is working with Concur and other government agencies to produce an enhancement to the system. As for your suggestion to rename Concur....it is a copyright protected name and as such we are unable to unilaterally make changes to it but we appreciate your creativity!